



DEPARTMENT OF THE NAVY
NAVY RECRUITING COMMAND
5722 INTEGRITY DR.
MILLINGTON, TENNESSEE 38054-5057

IN REPLY REFER TO:

COMNAVCRUITCOMINST 1500.8
13 JAN 00

COMNAVCRUITCOM INSTRUCTION 1500.8

From: Commander, Navy Recruiting Command

Subj: TRANSITION TRAINING, TURNOVER NOTEBOOKS

Ref: (a) COMNAVCRUITCOMCINST 1133.6B
(b) COMNAVCRUITCOMCINST 1136.2G
(c) COMNAVCRUITCOMCINST 1500.4G
(d) COMNAVCRUITCOMCINST 5400.2D
(e) SECNAVINST 5720.44
(f) COMNAVCRUITCOMINST 5400.
(g) COMNAVCRUITCOMINST 1140.3B

Encl: (1) Enlisted Programs Officer (EPO) Turnover Notebook
(2) Officer Programs Officer (OPO) Turnover Notebook
(3) Chief Administrator (CA) Turnover Notebook
(4) Leads Production Team Supervisor (LPTS) Turnover Notebook
(5) Chief Recruiter (CR) Turnover Notebook
(6) Enlisted Processing Division Supervisor (EPDS) Turnover Notebook
(7) Zone Supervisor (ZS) Turnover Notebook
(8) Military Liaison Petty Officer (MLPO) Turnover Notebook
(9) Classifier Turnover Notebook
(10) Enlisted Processing Assistant (EPA) Turnover Notebook
(11) Recruiter-In-Charge (RINC) Turnover Notebook
(12) Public Affairs (PA) Turnover Notebook

1. Purpose. To facilitate transition training to incoming personnel from outgoing personnel, who currently hold the billet.

2. Background. Transition of personnel from functional recruiting billets is ongoing. Billets are sometimes gapped at inopportune times and leave the new personnel starting the billet from the beginning.

3. Policy. The contents of the turnover notebook shall be used as a minimum guideline to assist in the turnover of the addressed positions. They can also be of great benefit in the development of subordinate personnel and cross training within the command for turnover items. Turnover content may be added, but must contain the listed enclosures at a minimum.

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4. Action

a. The Executive Officer shall coordinate all transition training conducted between incoming and outgoing personnel to specific billets to ensure continuity.

b. All respective billets will utilize the attached turnover guide as a starting point, then tailor it to their command's directives.

A handwritten signature in black ink, appearing to be 'M. P. Willis', with a long horizontal line extending to the right.

M. P. WILLIS
By direction

Distribution:
COMNAVCRUITCOMINST 5216.2S

ENLISTED PROGRAMS OFFICER TURNOVER NOTEBOOK

1. Administrative Chain of Command
2. Operational Chain of Command
3. CNRC Codes you will liaise with: All

ADDITIONAL TRAINING IS AVAILABLE UPON REQUEST FROM NTT OR YOUR REGION EPO.

a. Check-In

- (1) Meet with all Command Department Heads.
- (2) Meet with CR and CMC to discuss pending legal and personnel issues.
- (3) Meet with CCC to discuss retention of enlisted personnel and current career status of enlisted Recruiters.
- (4) Discuss current personnel issues with Zone Supervisors and EPDS.
- (5) Review District policies concerning leave, liberty, and working hours.

b. Manning

- (1) Review Steam data and DOD All Service Accession data. Ensure future recruiter assignments are in accordance with RAF.
- (2) Review any pending or proposed station moves, closings or openings with the LSO.
- (3) Assess placement of all off-production 9585 and 2186 Recruiters. Verify SDA Pay properly assigned.
- (4) Review CNRC SORM to become familiar with position responsibilities. Review District directives and CNRC SOPMAN concerning the assignment and transfer of Recruiters from one station to another.

c. Training

- (1) Review training records of Zone Supervisors, District Trainers, NF Recruiters, MEPS personnel and LEADS. Ensure records are up to date and maintained according to current CNRC directives.
- (2) Review previous year's production meeting notes and agendas. Conduct complete inspection of District RQS tracking. If necessary, develop a POA&M to get the Enlisted Production Department within standards.

Enclosure (1)

(3) Review the Command Indoctrination program with the CMC.

- (4) Review RDB notes on personnel still on board.
- (5) Review plan for recruiter refresher training.
- (6) Review most recent CRF recertification results.

d. MEPS

(1) Review processing flow of kits and applicants at NRPS.

- (2) Review RQAT statistics for out of limits administrative or processing errors.
- (3) Review DEP Action Report tracking and feedback.
- (4) Review waiver process.
- (5) Review quality control process at NRPS and with district personnel.
- (6) Review MEPS SOPMAN for MEPS particular procedures and policies.

e. Goaling

(1) Review current goaling formula used by District. Review goaling programs utilized by statisticians. Ensure programs reflect current formula.

- (2) Review STEAM data base for currency.
- (3) Review DOD All Service Accession data for currency. Review District checkbook systems for accuracy.

(4) Review NETCON and discuss District strategy in regards to developing the target line. Discuss District strategy in regards to NCO phasing through the year. Review past two years goal recap sheets. Examine attrition and attainment trends in both shipping and new contracts.

f. Security

(1) Change combinations on all safes previously used by your predecessor.

(2) Complete change of custody forms for Navy Advanced Programs Tests.

(3) Re-issue subcustody forms to those entrusted with NAPT's.

(4) Review District test administration policy.

(5) Obtain designation letter as District Test Control Officer and as NAPT administrator.

(6) Review appropriate sections of CRUITMAN regarding testing and re-testing procedures.

g. Budget

- (1) Review last two year's budget projections and expenditures. Discuss with LSO or budget analyst District procedures for submitting the annual budget.
- (2) Discuss with LSO current phone and government vehicle allocation, acquisition and issues.
- (3) Review current minor property conditions in each station. Review District and CNRC policies concerning ADP allocation.

h. Quality Control

- (1) Demonstrate the ability to conduct an executive screen on a pre-enlistment kit.
- (2) Demonstrate the ability to conduct a DEP phone executive screen.
- (3) Assist the Chief Recruiter or a District Trainer on two station inspections.
- (4) Review the CNRC and District Station Inspection schedule.
- (5) Review the last two NTT inspections for the District paying special attention to areas of repeat concern or failure.

i. Marketing

- (1) Review the annual local lead plan with the LTCS.
- (2) Demonstrate the ability to analyze both a national and local leads report.
- (3) Review the last two year's marketing and operations plan. Ensure understanding of the sources for the technical data.

OFFICER PROGRAMS OFFICER TURNOVER NOTEBOOK

1. Administrative Chain of Command: XO, CO
2. Operational Chain of Command: XO, CO, Region OPO, CNRC
3. CNRC Codes you will liaise with: Codes 31,32,38

OPO: _____ Date assigned to NRD: _____
Date assigned as OPO: _____

RQS qualified as OR: Yes/No Date: _____

RQS qualified as OPO: Yes/No Date: _____

(RQS must be completed within four to six months of billet's assumption)

a. Planning

- (1) Review AD Plan and Direct Mail Campaign with ADCO.
- (2) Ensure the AD Plan is reflected in the MOP with POA&Ms.
- (3) Ensure MOP identifies the entire market.
- (4) Ensure Recruiters are planning their monthly activities from the MOP on OTOOLS calendars.

b. Production Management

- (1) Observe several one-on-one individual production reviews.
- (2) Develop a very good ability to use the OTOOLS production reports.
- (3) Become proficient in using OTOOLS to track overdue LEADS.
- (4) Ensure monthly department production meetings are scheduled and planned.

c. Recruiting

- (1) Assemble a list of all COIs and when they were last contacted.
- (2) Review a list of all Deppers and when they were last contacted to include their last PRT.
- (3) Find out how often all facets of the market are being reached by personal contact, mail, e-mail or phone.
- (4) Discuss with the EPO the mechanisms in place for the passing of referrals from OPO to EPO and vice versa.

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d. Training

- (1) Become familiar with the COMNAVCRUITCOMINST 1500.4.
- (2) Set monthly training sessions to cover all required and emergent training.
- (3) Identify weaknesses and develop OJT for each department member.

e. Administration

- (1) Set up a yearly calendar to include yearly awards, promotion boards, FITREPS and evaluations.
- (2) Become familiar with all department security procedures and materials.
- (3) Ensure all publications and directives are updated and disseminated.

CHIEF ADMINISTRATOR TURNOVER

1. Administrative Chain of Command: XO, CO
2. Operational Chain of Command: XO, CO, Region, CNRC
3. CNRC Codes you will liaise with: All

a. Reports Management

(1) Ensure latest 5214 for CNRC is used to create command Forms Management.

(2) List all Monthly, Quarterly, Semi-Annual, Annual, and Situational reports on the tickler.

(3) Ensure tickler is reviewed daily by XO.

(4) Do not discard old ticklers, keep on file.

(5) On the action correspondence file, ensure sequence numbers are used to document action items, issue due date and add to tickler.

(6) Manual for Disposition of Navy Records should be reviewed to ensure disposal dates are annotated on all SSIC files. Color Code those files that must be kept in excess of two years.

b. Forms Management

(1) Ensure all your originated command forms have a solid one-point border on all sides.

(2) Title should be top left corner, 12-18 bold, capitals.

(3) Ensure credit is due at the bottom of signature page, showing where forms can be obtained.

(4) All Forms must be reviewed annually.

c. Correspondence

(1) Using tickler, at random select about 10 reports that belong to other departments. Ensure Admin has copies of all outgoing reports with the exception of FMS 2000 reports, which are done electronically.

d. Training

(1) Ensure compliance with CNRCINST 1500.4G. At a minimum, training should be documented for Professional and GMT. (Note: GMT is being conducted using CNET's 12 GMT topics. The GMT used in the CNRC instruction is not being used anymore.)

(2) The training officer should hold a binder for all completion letters. Look at EDVR and randomly select about 20

Enclosure (3)

personnel, check check-in date, then look at completion letter to see if they completed all check-in within 30 days.

e. Service Records

(1) Page 2's should be updated upon arriving at the command.

(2) Ensure SGLI's being used are the ones that indicate \$200,000 coverage.

(3) Page 4's should contain Navy Enlisted Classification's for 9585, 2612, and CRF personnel. Also, their up-to-date Recruiter Qualification Standards should be annotated on Page 4.

(4) Officer Data Cards are forwarded to officers yearly. They must review and turn them in for filing in Service Records.

f. Directives

(1) Ensure you have the latest and greatest DON directives on CD-ROM. For those directives on CD-ROM, a paper copy in the Admin Department is not necessary.

(2) A directive for the Navy Unauthorized Absentees should have the 1-800 # in the local instruction.

(3) Ensure a copy of the Internal Request Document (IRD) is placed in place of the directive if one has been ordered. An inventory of all directives not on CD-ROM should be done annually.

(4) Case files for command directives should include yearly review sheets, the previous editions to the instruction, (e.g., if an instruction is now CNRCINST 1500.4E., then the case files will have 1500.4, .4A, .4B, .4C, .4D), plus the annual review sheets.

(5) Command Instructions are generally good for 7 years, after which they must be updated, or deleted. The CO has authority to approve an instruction for an additional year, however, past the 8th year, approval must be granted through SECNAV.

g. General Administration

(1) The Privacy Act Coordinator/Freedom of Information Act Coordinator can be designated on the command Collateral Duty List, 1301.

(2) Ensure CO's relieving letter is done in accordance with SOPMAN. Follow guidelines, self-explanatory.

(3) Messages are no longer required since they can be downloaded via internet. However, recommend that the list be run monthly and filed for quick reference as to subject of messages.

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(4) Ensure Navy Dependent Care Certificates are updated annually or within 60 days of a member reporting. CMC also checks this report.

LEADS PRODUCTION TEAM SUPERVISOR TURNOVER NOTEBOOK

1. Administrative Chain of Command: XO, CO
2. Operational Chain of Command: XO, CO, Region, CNRC
3. CNRC Codes you will liaise with: Code 80

Attend the next available LPTS course. Recommend after six months working in shop and sign off of Leads Qualification Standards.

a. Leads Department Organization

- (1) Command Structure and Chain of Command
- (2) Job Description (LPTS,ADCO,LPTA)
- (3) Communication with XO/OPO/EPO/CR/ZS/RINCS

b. TNET Operation

- (1) Lead Data Entry and Maintenance
- (2) Feedback Data Entry and Maintenance
- (3) Accession Data Entry and Maintenance
- (4) Leads Reports NRS Address/Territory Maintenance

c. Advertising Plan (ADPLAN)

- (1) Review of the last two FY ADPLAN
- (2) Developing an ADPLAN
- (3) Updating the current ADPLAN

d. Market Identification

- (1) STEAM Data
- (2) DOD All Services Accession Data
- (3) Current Direct Mail List
- (4) Canvassing from Mailing Lists
- (5) Analyzing Most Effective Direct Mail Letters and
Developing Direct Mailers
- (6) Analyzing Most Effective Newspaper Ads
- (7) Developing Newspaper Ads
- (8) Utilizing Other Media

e. Production Meetings

- (1) Department Head Meeting
- (2) Marketing Meeting

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- (3) Zone Supervisor Production Meeting
- (4) Recruiter in Charge Meeting
- (5) DEP Meeting
- (6) EPDS

f. Leads Screening

- (1) LEADS Phone Script
- (2) Selling the Appointment
- (3) Objection Handling
- (4) Screening Mailback Cards (Quals/Nonquals)
- (5) Screening Newspaper Responses (Quals/Nonquals)

g. Field Interface

- (1) Station Visits
- (2) NRS Training
- (3) New Personnel Check-in
- (4) Phone Watch (Old and New Recruiters)

h. Logistics

- (1) Minor Property Inventory
- (2) Travel Request/Claims
- (3) Credit Cards
- (4) Budget Assistant Interface

i. Others

(1) Navy Recruiting Command Organization Manual (COMNAVCRUITCOMINST 5400.1G) outlines the job description of the LPTS, ADCO, and LPTA. It is the responsibility of the LPTS to adhere to this instruction. It also outlines the job description of all personnel in the Recruiting Command.

(2) FIELD ADVERTISING MANUAL (COMNAVCRUITCOMINST 1140.3B) provides the updated and revised local advertising management guidance and Lead Tracking Center operating procedures for Navy recruiting field activities. LPTS must be knowledgeable of this manual.

(3) TNET Users Guide. This manual provides the instruction for operating the TNET System. The LPTS must have knowledge of the TNET program and all the associated software (POSTAL SOFT, ARCLIST, and ACCUMAIL).

(4) Goaling letter

(5) One Navy Contract (NETCON) report.

(6) Recruiter Qualification Standards/Recruiter In Charge quals/LPTS quals/ADCO quals/LPTA quals.

CHIEF RECRUITER TURNOVER NOTEBOOK

1. Administrative Chain of Command: EPO, XO, CO
2. Operational Chain of Command: EPO, XO, CO, Region, CNRC
3. CNRC Codes you will liaison with: Code 30, Code 11

ADDITIONAL TRAINING IS AVAILABLE UPON REQUEST FROM NTT OR YOUR REGION PERSONNEL

a. Personnel

- (1) Introduction to all Command Department Heads.
- (2) Review Zone Supervisor, District Trainers' service records.
- (3) Review Zone Supervisor production history. (Review EVALS and FITREPS)
- (4) Review production teams, LEADS, NF/APT, DEP coordinator, Statistician.
- (5) Review RQS status of all personnel holding key leadership billets.
- (6) Meet with CMC and Command Ombudsman to discuss personnel issues and action taken.

b. Manning

- (1) Review DOD All Service Accession Data for establishing/verifying 9585 manning and placement.
- (2) Review upcoming realignments of NRS's or Zones.
- (3) Review all off production 9585's and 2186's.
- (4) Review EDVR for "Current on Board" and "Prospective Gains" in relationship to out-month GOALS.
- (5) Interview appropriate personnel at headquarters for Job Descriptions and employment review.
- (6) Review phone watch in LEADS to ensure it is adequately manned to support call in applicants.

c. Training

- (1) Review Zone Supervisors, District Trainers and NF/ATP training records for correctness and up to date issues. Ensure all training has been documented and entered into training record 1500/2.
- (2) Review previous Production meeting agenda sheets for understanding of current production meeting standards.

- (3) Interface with NRD Training Officer for Departmental monthly training requirements and schedule.
- (4) Interface with EPO on RQS tracking and Board scheduling procedures.
- (5) Review CMC Ombudsman training program for CR responsibilities.
- (6) Review previous Recruiter Development Boards (RDB) on personnel who are still onboard.
- (7) Review up-coming RDB requirements.
- (8) Review scheduling procedures for planned assignment procedures for Recruiter and RINC refresher course.
- (9) Interface with LSO for schedule of safety stand-down requirements.
- (10) Review all CRF personnel who have or have not attended formal training at NORU and schedule them as appropriate.
- (11) Review most recent CRF re-certification results. Conduct SALES lab with each Zone Supervisor, District Trainer, NF/APT recruiter.
- (12) Develop POA&M with recommendations to Commanding Officer.

d. Production Management System

- (1) Review current NRD prospecting/processing plan with EPO.
- (2) Review current Goaling letters.
- (3) Review NF/APT Applicant logs, working tickler and DEP program.
- (4) Review NRD activity results to gauge prospecting levels and results. Ensure current deficit and attrition is factored into prospecting/processing plan.
- (5) Review Production inspections conducted previously to ensure correction of discrepancies.
- (6) Review average in and out month attrition for NRD. Interface with Waiver Petty Officer for waiver submission procedures and time in work.
- (7) Review LEADS contribution to goal. Review LEADS that are overdue and Zones/NRS's that have conversion rates that are out of limits.
- (8) Review Z/S, NF, District Trainer's and CR planner/Itinerary development and submission procedures.
- (9) Review QNE and NRPS conversion rates.

e. Delayed Entry Program

- (1) Review monthly DEP meeting reports.
- (2) Review referral recognition program.

- (3) Review DEP Action Request forwarding procedures.
- (4) Evaluate activity analysis report to ensure DEP referral program producing enlistments.
- (5) Review DEP Advanced Paygrade (APG)/Personal Qualification Standards (PQS) program.
- (6) Interface with LCPO of RQAT for specific trends.
- (7) Conduct executive screens on the DEP.
- (8) Initiate DEP audits on all Zones who exceeded 10% in month attrition (or if needed).
- (9) Attend DEP meetings to ensure compliance with DEP Leadership instruction.
- (10) Develop POA&M for recommendations to Commanding Officer.

f. Information Systems

- (1) Familiarize yourself with NRD LAN/ITERNET/EMAIL accounts and procedures.
- (2) Update security codes and passwords for computer turn over.
- (3) Sign and acknowledge receipt of information systems equipment.
- (4) Review all shared network systems.
- (5) Review policy and agreements on software licensing.

g. Facilities

- (1) Review all proposals for upcoming NRS openings and closures with LSO and XO.
- (2) Review outstanding facility upgrade request.
- (3) Review all requests for NRS relocation.
- (4) Interface with LSO for space currently allocated and questionable.

h. Vehicles

- (1) Review current status of vehicles onboard.
- (2) Review placement of allocated vehicles.
- (3) Review with Vehicle Coordinator the status of onboard vehicles and those out of commission.
- (4) Review with the Vehicle Coordinator, maintenance and vehicle log procedures.

EPDS TURNOVER GUIDE

1. Administrative CHAIN OF COMMAND: EPDS, EPO, XO, CO
2. Operational CHAIN OF COMMAND: EPDS, REGION EPQCC, EPO, XO, CO
3. CNRC Codes you will liaise with: Legal - Code 17; Plans and Policies Code 35; PRIDE Code 33

ARRANGE TO ATTEND EPDS SCHOOL ABOUT 4 MONTHS AFTER ASSUMING THE BILLET. CONTACT NORU FOR QUOTA INFORMATION.

ADDITIONAL TRAINING IS AVAILABLE UPON REQUEST FROM NTT OR YOUR REGION EPQCC.

4. Personnel Assigned: IAW your 1000/2 you will have a specific number of classifiers and processors and 1 MLPO.

MLPO: _____	EPA: _____
CLASSIFIER: _____	EPA: _____
CLASSIFIER: _____	EPA: _____
CLASSIFIER: _____	EPA: _____
CLASSIFIER: _____	EPA: _____

a. Applicant Flow

- (1) Check-in time for shippers is:
- (2) Check-in time for DEPPERS is:
- (3) Afternoon cut-off time is:
- (4) What is the MEPS "exception" policy?
- (5) What is the MEPS add on (walk-ons) policy?
- (6) What is the normal turnaround time for receiving test scores from MEPS Testing?
- (7) What day(s) and time(s) is the DLAB administered?
- (8) What time does the next day's schedule have to be turned in?
- (9) What are the MEPS policies for exceptions to the schedule cut off?
- (10) What is the MEPS policy for CMO medical reviews?
- (11) What are the MEPS policies for applicants? This should be an instruction that will be available to you.
- (12) What time are morning and afternoon reports due to

the NRD? To the Region? These reports detail your daily processing activity.

(13) You need to have a tracking system for medical consultations and a log listing applicants Permanently Disqualified.

(14) What are the medical department's policies on scheduling consultations? Transportation?

b. Quality Control

(1) You must review 100% of all waiver kits.

(2) You must interview all waivers prior to higher submittal.

(3) You must have a thorough knowledge of all waivers, including program waivers.

(4) You should be in the chop chain for all D.A.R.s. You should be actively involved in analyzing and striving to reduce attrition.

(5) Know the QC checkpoints and ensure each record is QC'd by all required personnel.

(6) Review Error Feedback Reports monthly and analyze for common trends and train to discrepancies.

(7) Ensure residual records are reviewed after shipping and all required documents are contained in the record. Residual files are to be maintained for two years.

(8) DEP Discharges must be completely processed and mailed out NLT 3 working days from the PRIDE reservation cancellation. A DEP Discharge Log will be maintained to track return of paperwork. You will assign one of your personnel to be the main processor of DEP Discharge paperwork.

(9) Ensure storage of records meets security requirements outlined by OPNAV.

(10) You must ensure all required publications and policies are on hand and current.

(11) Review and analyze monthly RQAT statistics and train your personnel not only to your discrepancies, but to those of other districts.

c. Waivers

(1) Push for as many face to face waivers as possible within your district.

(2) On telephonic waivers, the EPDS or MLPO, whoever signs the DD Form 1966/3 entry will sit in the same room with the applicant during the interview then speak to the waiver authority after the interview to answer their questions and personally find out whether the waiver is approved or disapproved.

(3) You will conduct a thorough waiver interview with all face to face waivers and those telephonic waivers which you are signing.

(4) You are responsible for assigning a person to process and track all out of house waivers.

(5) CNRC guidelines can only be deviated from with CNRC authority. You are responsible for investigating any questionable police involvement, custody, or dependency. If your questions cannot be answered to your satisfaction you will delay processing until all items of concern are clarified.

d. Classification

(1) You should track your QNE's each month and analyze. If QNE's exceed 3% of your monthly gross new contracts in any given month, that is too many.

(2) Classifiers are responsible for security and administration of the Advanced Programs Test (APT). You need to know their requirements such as inventory and monthly reports and ensure they do them.

(3) Certain ratings require Military Applicant Security Screening (MASS) screenings - ensure you know which ones and know all MASS requirements.

(4) Know the policies and procedures for reclassifications.

(5) Although not a recruiter you are a sales person (classifier). The EPDS should be familiar with Navy programs and ratings and be prepared to discuss options with applicants and assist classifiers with difficult interviews.

e. Shipping Goal

(1) The EPDS is responsible for One Navy (shipping goal).

(2) Assist the EPO and the Senior Classifier in the monthly development of the Tab Echo.

(3) Work closely with the Senior Classifier regarding applicant placement.

(4) Know how to read, analyze and utilize the PRIDE reports available to track and monitor attainment of One Navy.

f. Management

(1) You are responsible for all evaluations and fitness reports and awards submittal for your people.

(2) You are responsible for ensuring full compliance with the CNRC training instruction (CNRCINST 1500.4 series). In order to have the most efficient NRPS possible, exhaustive cross-training is strongly recommended.

(3) You are required to attend all NRD Production meetings. EPDS' at outlying NRPS's will attend local zone

production meetings and it is highly recommended that each EPDS attend zone training meetings when possible.

(4) Ensure your personnel receive frequent in-rate training. They work out of their rating and in order to be competitive for advancement they need to train.

(5) You are responsible for development of your subordinates.

(6) Ensure the Red Carpet Treatment is practiced at all times in the NRPS.

(7) You need to have good working relationship (and nurture them) with the Chief Recruiter and Zone Supervisors.

(8) Ensure ADP equipment at each NRPS meets or Exceeds CNRC requirements. Do you have enough to do the job?

(9) You are responsible for ensuring your NRPS is properly manned and you must plan ahead to compensate for gapped billets.

(10) Ensure all NRPS personnel have appropriate By direction letters and letters of designation.

(11) If your NRPS does not have a "MINI Inner Service Recruitment Committee" strongly recommend you coordinate with all other service liaises and establish one.

(12) It is your responsibility to ensure that all personnel assigned to your NRPS are allowed the opportunity to PT on a tri-weekly basis.

(13) It is highly recommended that all personnel assigned to your NRPS be given the opportunity to go TAD to the field for a one week period, to observe what Recruiters do.

(14) It is your responsibility to keep the EPO abreast of all changes occurring in recruiting and with your personnel.

(15) Always keep the integrity of yourself and your people in the forefront of your mind.

ZONE SUPERVISOR TURNOVER NOTEBOOK

1. Administrative Chain of Command: C/R, EPO
2. Operational Chain of Command: C/R, EPO
 - a. Check-In
 - (1) Establish 30 day shadow program.
 - (2) Review Zone's/RINC's SOP
 - b. Personnel
 - (1) Interview all Recruiters & RINC's (check attitudes), and conduct Zone personnel inspection.
 - (2) Meet with CMC to review any personnel issues.
 - (3) Mid-term and Eval/FITREP inputs.
 - (4) Meet with Zone Obudsman
 - c. Zone
 - (1) Review stations territory breakdown.
 - (2) Review/analyze zone/stations' DOD - all service accession data (recent quarter/fiscal year).
 - (3) Review market segment identification (R-tools). Need to ensure you review the following station's market penetration:
 - (a) 11s market
 - (b) 17-21 yr old market
 - (4) Analyze station applicant logs for modes of future prospecting. Evaluate all modes of prospecting for effectiveness/referrals.
 - (5) Review all Leads received for the Zone the past 6 months.
 - (6) Review and run SOAR/review COI's.
3. Conduct DEP audit for whole zone. Identify and discharge all known attrites.
4. Review stations' school folders.
5. Review training jackets (production/processing weaknesses and strengths). Review RQS
6. Conduct sales LAB B with each RINC.
7. Formal acceptance of the zone.

MILITARY LIAISON PETTY OFFICER TURNOVER NOTEBOOK

1. Administrative CHAIN OF COMMAND: EPDS, EPO, XO, CO
2. Operational CHAIN OF COMMAND: EPDS, REGION EPQCC, EPO, XO, CO
3. CNRC Codes you will liaise with; Legal - Code 17; Plans and Policies Code 35; PRIDE Code 33

ADDITIONAL TRAINING IS AVAILABLE UPON REQUEST FROM NTT OR YOUR REGION EPQCC VIA YOUR EPDS.

a. Applicant Flow

- (1) Check-in time for shippers is:
- (2) Check-in time for DEPPERS is:
- (3) Afternoon cut-off time is:
- (4) What is the MEPS "exception" policy?
- (5) What is the MEPS add on (walk-ons) policy?
- (6) What time does the next day's schedule have to be turned in?
- (7) What are the MEPS policies for exceptions to the schedule cut off?
- (8) What is the MEPS policy for Chief Medical Officer's medical reviews?
- (9) What are the MEPS policies for applicants? This should be an instruction that will be available to you.
- (10) What time are morning and afternoon reports due to the NRD? To the Region? These reports detail your daily processing activity.
- (11) You will need to learn how to operate the MIRS system.
- (12) What are the medical department's policies on scheduling consultations? Transportation?
- (13) You must go through the DD Form 4, DD Form 1966/3 and Enlistment Annex's with each applicant, ensuring they understand their enlistment options and guarantees.
- (14) You will be the primary liaison with MEPS Operations, MEPS Testing, MEPS Medical and the field.
- (15) You will notify applicants that are permanently and temporarily disqualified, explaining any options and follow-on processes. Tact and discretion is a must. Once you have notified the applicant, notify the EPDS, NRS, and Zone Supervisor.

(16) You are responsible for monitoring and enforcing Red Carpet Treatment of applicants and Recruiters.

(17) What are the MEPS interservice (SPF) change procedures.

b. Testing

(1) What are MEPS Testing times for DLAB/DLPT.

(2) What are procedures for confirmation testing.

(3) What are ASVAB testing and retesting policies.

(4) What are MEPS procedures and times for High School Test pulls.

(5) What are the normal turnaround times for receiving test scores from MEPS Testing?

c. Waivers

(1) The MLPO is the control point for all enlistment and program waivers. You must be thoroughly familiar with all waiver policies.

(2) Face to face waiver interviews are preferred when feasible. If no geographic separation exists between your NRPS and headquarters, then all waivers should be done face to face.

(3) On telephonic waivers, the EPDS or MLPO, whoever signs the DD Form 1966/3 entry will sit in the same room with the applicant during the interview then speak to the waiver authority after the interview to answer their questions and personally find out whether the waiver is approved or disapproved.

(4) A waiver brief sheet will be required for every waiver and every waiver requires a separate waiver entry and signature. Telephonic waivers can only be signed by the EPDS or MLPO "By direction".

d. Quality Control (QC)

(1) QC all waiver kits each morning to ensure accuracy and completeness.

(2) You must liaison with RINC's each morning to notify them of needed/missing documents.

(3) You must have a thorough knowledge of all waivers, including program waivers.

(4) You must QC records after classification, verifying program eligibility, need for program waiver(s).

(5) Know the QC checkpoints and ensure each record is QC'd by all required personnel.

(6) You must post-DEP QC records after applicants have been sworn-in.

(7) Liaise with the appropriate NRD personnel to schedule enlistment and program waivers.

(8) Ensure storage of records meets security requirements outlined by OPNAV.

(9) Obtain "REPORT" (a PRIDE report) from the classifiers within the first 5 days of the month for the next month in order to pull out and begin preparing shipper records. Prepare a list of needed forms and/or missing documents on shippers for each recruiting station that processes out of your NRPS. Track the receipt of these forms and documents.

(10) You must prepare records for shipping.

(11) You must have a good working relationship with RINC's and field Recruiters.

(12) You must track and update the daily flow of applicants, knowing at all times the status of each applicant.

e. Classification

(1) Must use positive reenforcement with applicants regarding the job sold by the classifier. There is always a valid reason for the program/rating sold.

(2) Certain ratings require M.A.S.S. screenings - ensure you know which ones and know all M.A.S.S. requirements. Shippers in M.A.S.S. ratings may require requalification upon shipping due to in-DEP civil involvement or morally questionable behavior.

(3) Know the policies and procedures for reclassifications. Verify on all program changes that the classifiers completed all necessary requirements.

f. Military

(1) Responsible for monitoring and enforcing Red Carpet Treatment of applicants and Recruiters.

(2) Responsible for ensuring Recruiters with applicants on deck do not interfere with processing.

(3) You are working out of your rate. In order to remain competitive for advancement, it is vital that you demonstrate initiative in keeping yourself well informed and trained in your rating.

CLASSIFIER TURNOVER NOTEBOOK

1. Administrative Chain of Command: EPDS, EPO, XO, CO
2. Operational Chain of Command: EPDS, Region EPQCC, EPO, XO, CO
3. CNRC Codes you will liaise with; Legal - Code 17; Plans and Policies Code 35; Pride Code 33.

ADDITIONAL TRAINING IS AVAILABLE UPON REQUEST FROM NTT OR YOUR REGION EPQCC.

DEPENDING ON SENIORITY, YOU MAY BE ASSIGNED AS THE SENIOR CLASSIFIER FOR THE NRD. THE SENIOR CLASSIFIER WILL DIRECT PLACEMENT, ENSURE ALL SHIPPING GOALS ARE MET, TRACK RECLASSIFICATION REQUESTS AND ASSIST THE EPO AND EPDS IN DEVELOPING GOALING AND PLACEMENT STRATEGIES.

a. Applicant Flow

- (1) Check-in time for shippers is:
- (2) Check-in time for DEPPERS is:
- (3) Afternoon cut-off time is:
- (4) What is the MEPS "exception" policy?
- (5) What is the MEPS add on (walk-ons) policy?
- (6) What time does the next day's schedule have to be turned in?
- (7) What are the MEPS policies for exceptions to the schedule, cut off?
- (8) What is the MEPS policy for CMO medical reviews?
- (9) What are the MEPS policies for applicants? This should be an instruction that will be available to you.
- (10) What time are morning and afternoon reports due to the NRD? To the Region? (These reports detail your daily processing activity.)
- (11) What are the medical department's policies on scheduling consultations? Transportation?

b. Testing

- (1) Know what dates and times the DLAB/DLPT is administered.
- (2) You must know how to do test score pulls, high school lookups, schedule retest and confirmations tests and schedule ASVAB testing.
- (3) A thorough knowledge of ASVAB test components is a must. You must be able to explain to applicants where their

strengths and weaknesses are.

(4) You will conduct the Navy Advanced Placement Tests (NAPT).

(5) You must thoroughly know all security requirements for your Nuke safe. The Test Control Officer (TCO) for the NRD will typically be the EPO. All required monthly reports for testing would go to the TCO. Remember that tests must be delivered in person to the TCO by a Classifier or mailed certified registered to the TCO. Guard Mail or delivery by personnel not authorized access to the material is NOT AUTHORIZED.

(6) Safe combinations will be changed annually or whenever someone with access transfers. This can normally be arranged by your supply department. Remember, the XO has all safe combinations, so when the XO transfers combinations must be changed.

(7) The safe will be inventoried EACH TIME it is opened. An open/closure log is required and will be completed in each instance.

(8) No one without access can utilize or store material in the safe.

Applicants must be tested in a room conducive to good testing (quiet, well lit, etc;) A Classifier must be in the room with the applicant during the test. Bring in some kits to post DEP QC or other work to do during the test.

(9) Grade the test upon completion. If another Classifier is available have them regraded. If not, grade it again. Log all the data in the test control log.

(10) Reread all OPNAV and CNRC instructions regarding testing and ask questions on anything that is unclear. Every requirement must be done exactly as spelled out in the guidelines.

(11) You are authorized to give the NAPT in the field at an NRS or other appropriate facility. The same rules apply regarding test administration. DO NOT leave APT material unattended at any time. If you stay overnight, DO NOT leave material in the trunk of the car.

(12) You will administer and document the typing tests to any prospective candidate for Journalist (JO). Security and test administration procedures are the same as for the NAPT.

c. Waivers

(1) You must be thoroughly familiar with all waiver policies and procedures. You are the expert on program waivers and will notify the MLPO after classification of any program waivers required.

(2) The Senior Classifier or the EPDS will normally be the person calling CNRC for required telephonic program waivers. Know your NRD's procedures and policies in this area.

d. Quality Control

(1) You will QC every kit prior to classification and sign the appropriate section of the 1133/9. This means you must thoroughly know how to QC a kit.

(2) You will assist the MLPO and the processors with morning QC as necessary to ensure the greatest level of efficiency.

(3) Review Error Feedback Reports monthly and analyze for common trends and train to discrepancies.

(4) Ensure residual records are reviewed after shipping and all required documents are contained in the record. Residual files are to be maintained for two years.

(5) Ensure storage of records meets security requirements outlined by OPNAV.

(6) Ensure all required publications and policies are on hand and current.

(7) The Senior Classifier will review and analyze monthly RQAT statistics and train your personnel not only to your discrepancies, but to those of other districts.

e. Classification

(1) Sales are your life! Take every interview and use it as a learning curve. Seek out training from all resources (such as Recruiters).

(2) Run the PRIDE News every day and ensure all appropriate personnel read it (including the EPO); forward to NRD Headquarters.

(3) Verify that all scheduled shippers are on deck, verify that they shipped, and then confirm them in PRIDE.

(4) Give MILPO daily AFESM for upcoming shippers.

(5) Prepare all enlistment annexes.

(6) You are responsible for proper administration of the Enlistment Bonus Program.

(7) You are responsible for the proper administration of the Navy College Fund Program.

(8) You are the Subject Matter Expert regarding program eligibility. Ensure that the applicant is qualified in all respects prior to selling the job.

f. The Interview

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- (1) Establish rapport
- (2) BLUEPRINT
- (3) Want, Need, DBM
- (4) PRIDE Do OCEAN run. Placing applicant in OCEAN prior to the interview is not time effective.
- (5) Sell the program/rating YOU select based on the best combination of applicant's desires, test score profile and NEEDS OF THE NAVY. Ensure you focus on critical ratings for qualified applicants.
- (6) Close, congratulate, do the paperwork and send the applicant to the MLPO. Ensure you issue the applicant a personalized Navy Goal Card upon entry into DEP.
- (7) Coordinate on a daily basis with other classifiers placement of applicants in accordance with district needs.

g. Reclassifications Procedures

- (1) Prior to any reclassification taking place there must be an approved Dep Action Request on file.
- (2) Re-verify applicant's program eligibility prior to reclass.
- (3) Telephonic reclassifications must be approved by the EPO.
- (4) Applicants must meet all program requirements on the day of reclassification.
- (5) Ensure that you canceled old reservation in PRIDE.
- (6) Do the paperwork and forward the record to the MLPO.

h. Management

- (1) As the Senior Classifier it is highly recommended that you attend all NRD Production meetings. It is also recommended that each Classifier attend zone training meetings when possible.
- (2) Ensure Red Carpet Treatment is practiced at all times in the NRPS.
- (3) Have a good working relationship (and nurture them) with the Region EPQCC, EPDS, Chief Recruiter and Zone Supervisors.

ENLISTED PROCESSING ASSISTANT TURNOVER NOTEBOOK

1. Administrative Chain of Command: MLPO, EPDS, EPO, XO, CO
2. Operational Chain of Command: MLPO, EPDS, REGION EPQCC, EPO, XO, CO.
3. CNRC Codes you will liaise with; Legal - Code 17; Plans and Policies Code 35; PRIDE Code 33

ADDITIONAL TRAINING IS AVAILABLE UPON REQUEST FROM NTT OR YOUR REGION EPQCC VIA YOUR EPDS.

a. Applicant Flow

- (1) Check-in time for shippers is:
- (2) Check-in time for DEPPERS is:
- (3) Afternoon cut-off time is:
- (4) What is the MEPS 'exception' policy?
- (5) What is the MEPS, add on (walk-ons) policy?
- (6) What are the normal turnarounds for receiving test scores from MEPS Testing?
- (7) What day(s) and time(s) is the DLAB administered?
- (8) What time does the next day's schedule have to be turned in?
- (9) What are the MEPS policies for exceptions to the schedule cut off?
- (10) What is the MEPS policy for CMO medical reviews? What are the MEPS policies for applicants? This should be an instruction that will be available to you.
- (11) What time are morning and afternoon reports due to the NRD? To the Region? These reports detail your daily processing activity.
- (12) Need to learn how to operate the MIRS system.
- (13) What are the medical department's policies on scheduling consultations? Transportation?
- (14) How do face to face waivers get to the district?
- (15) Go through the DD Form 4 with each applicant, ensuring they understand their enlistment options and guarantees.
- (16) Issue DEP ID Card and PT Gear, ball caps, etc.
- (17) Prepare the applicant processing list for daily projections and shippers.

b. Quality Control

- (1) QC kits each morning to ensure all BEERs documents are on hand.

- (2) Prepare missing document reports for any documents missing from residual files.
- (3) Have a thorough knowledge of all waivers, including program waivers.
- (4) QC records after classification, verifying program eligibility, need for program waiver(s).
- (5) Know the QC checkpoints and ensure each record is QC'd by all required personnel.
- (6) Post-DEP QC records after applicants have been sworn-in.
- (7) Ensure residual records are reviewed after shipping and all required documents are contained in the record. Residual files are to be maintained for two years.
- (8) Ensure storage of records meets security requirements outlined by OPNAV.
- (9) Ensure 714-ADP's are forwarded and/or faxed to the LEADS Department on a daily basis.
- (10) Be able to request test scores for Recruiters.
- (11) Prepare records for shipping.
- (12) Have a good working relationship with RINC's and field Recruiters.
- (13) Process BUMED and CNRC waivers IAW CRUITMAN instructions.
- (14) Maintain, file and mail Police Record Checks.

c. Classification

- (1) You must use positive reinforcement with applicants regarding the job sold by the classifier. There is always a valid reason for the program/rating sold.
- (2) Ensure each applicant obtains a copy of the Classifier Rating Fact Sheet on the DEP date.
- (3) Certain ratings require M.A.S.S. screenings - ensure you know which ones and know all M.A.S.S. requirements. Shippers in M.A.S.S. ratings may require requalification upon shipping due to in-DEP civil involvement or morally questionable behavior.
- (4) Know the policies and procedures for reclassifications.

d. Military

- (1) Responsible for space cleanliness.
- (2) Responsible for ordering supplies.
- (3) Working out of your rating. In order to remain competitive for advancement, it is vital that you demonstrate initiative in keeping yourself well informed and trained in your rating.

RECRUITER-IN-CHARGE TURNOVER NOTEBOOK

1. Administrative Chain of Command: Z/S, C/R, EPO
2. Operational Chain of Command: Z/S, C/R, EPO
 - a. Personnel
 - (1) Meet all assigned personnel
 - (2) Mid-term and eval/FITREP inputs
 - b. Station
 - (1) Review RQS levels of Recruiters and OJT (production and processing weaknesses).
 - (2) Review/analyze Goal recap for trends.
 - (3) Review/analyze DOD - all service accession data (current/fiscal year)
 - (4) Review STEAM for station and Recruiters.
 - (5) Review/analyze station/recruiter applicant logs for modes of future prospecting. Evaluate all modes of prospecting and effectiveness/referrals.
 - (6) Review all LEADS last 6 months.
 - (7) Conduct Dep audit, identify and discharge all known attrites and check the Dep percentage of referrals.
 - (8) Evaluate phone prospecting techniques/referrals.
 - (9) Review R-tools for market identification and market penetration. What school lists have not been obtained and what has been previously done to obtain them.
 - (10) Review school folders and conduct school visits.
 - (11) Review and run SOAR's to include COI's.
 - (12) Evaluate PDC techniques.
 - (13) Obtain list of FY special events in assigned area.
 - (14) Conduct RinC turnover inspection with outgoing RinC.
 - (15) Meet Recruiters' families.
 - c. MEPS
 - (1) Check-in time for shippers:
 - (2) Check-in time for DEPPERS:
 - (3) Afternoon cut-off time:
 - (4) What is the MEPS "exception" policy?
 - (5) What is the MEPS add on (walk-ons) policy?
 - (6) What time does the next day's schedule have to be turned in?
 - (7) What are the MEPS policies for exceptions to the schedule cut off?

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- (8) What is the MEPS policy for CMO medical reviews?
- (9) What are the MEPS policies for applicants? This should be an instruction that will be available to you.
- (10) What time are morning and afternoon reports due to the NRD? To the Region? These reports detail your daily processing activity.
- (11) What are the medical department's policies on scheduling consultations? Transportation?

PUBLIC AFFAIRS TURNOVER NOTEBOOK

1. Administrative Chain of Command: XO, CO
2. Operational Chain of Command: XO, CO, Region, CNRC
3. CNRC Codes you will liaise with: Code 012 - Public Affairs; Marketing Communication Department - Code 80.

ADDITIONAL TRAINING IS AVAILABLE UPON REQUEST FROM NATIONAL TRAINING TEAM OR YOUR NTT PUBLIC AFFAIRS OFFICE (PAO).

4. Training

a. Locate current Public Affairs Regulations (SECNAVINST 5720.44) and CNRCINST 5400.2 as reference material. You are included in command check-in/check-out procedures. Provide a detailed public affairs handout and discuss list of PA items during check-in of new personnel.

b. Provide certification letter of PAO indoctrination training to command training office and have original retained in member's training jacket. You will conduct regular field training on PA initiatives covering all NRS each year.

c. Submit after-action report following station visits through your chain-of-command analyzing training given and needs identified.

5. Public Affairs Plan

a. You will create and update a Public Affairs Plan as an annex to the Command Marketing Plan each year. Create a community relation's calendar for inclusion in PA Plan with inputs from Recruiters and Chambers of Commerce from your district.

b. The marketing, order in and distribution strategy of Public Service Announcements (PSAs) are to be placed in PA Plan in accordance with CNRCINST 5400.7.

6. Community Relations

a. Create/update "Friends of the Navy" contacts such as Navy/Marine Corps Councils, Navy Clubs, retiree associations for use in community relations initiatives. You will be the liaison between these groups and the command, so make personal contact.

b. "Guest of the Navy Cruise" opportunities will be disseminated to the chain of command through the PA office. Be sure to place yourself on their quarterly message traffic.

c. You will solicit speaking platforms for your district personnel through mail-outs and contacts throughout the year. Create speeches, up-to-date bios and canned presentations for immediate use.

d. You will submit after action reports to CNRC via Region and your command following participation in major planned events. Analyze efforts, effectiveness and lessons learned.

7. Media Relations

a. Schedule visits to media outlets throughout your district monthly. Introductions of yourself and local Recruiters will place a "face" on the Navy in that community media outlet and also set up a PSA soft sell.

b. Create/update master list of all media outlets and contacts within district. Have Recruiters fax you a copy of Yellow Pages for radio/TV/newspaper outlets covering their zones. Survey each one on use of PSAS, DEP news releases and interest in Navy stories.

c. Media outlets who are active Navy supporters should receive an award or certificate on an annual basis in a show of Navy gratitude for their continued support. Certificates should be professional in appearance and hand delivered by a Navy representative.

d. You must have an ongoing Delayed Entry Pool release program in place with no less than weekly mail-outs of releases to respective media outlets.

e. Maintain all outgoing command feature stories and news releases in a logbook for easy access. You must serialize and date all releases.

f. Fleet Home Town News Program should be a part of check-in procedure, Admin Office support would be an asset in notifying you of upcoming awards, retirements and reenlistments.

g. All feature stories and news releases must be properly serialized, dated and a logbook maintained.

h. Create and maintain a news clip file of local media coverage of recruiting and the Navy in general, route through chain of command. If a local angle is taken on a national issue route to CNRC PAO.

8. Audiovisual Support

a. Maintain library (one copy each) of current Navy recruiting productions (videos) for use as master copies for immediate replacement of damaged NRS copies if needed.

b. As command Audiovisual Manager you will be completing an annual audiovisual equipment inventory and submitting to CNRC. Complete a visual inspection of all material you will be responsible for prior to signing for it.

c. Fully understand the contracting/open purchasing of photographic development support through your Supply Department.